Microsoft Business Solutions® Service Plans

Microsoft® Business Solutions-Great Plains®
Microsoft® Business Solutions-Solomon®

In order to protect the significant investment in your business solution, it's essential to have swift, high-quality service to address your mission-critical needs. With your Microsoft Business Solutions service plan, you can receive fast, convenient access to an award-winning technical support team and a variety of valuable benefits designed to address your needs.

- **Guaranteed Response Times** with the choice of a 30-minute, 1-hour or 3-hour reply to your support requests

- **Enrollment in the Enhancement Program** providing you with access to CustomerSource, and the latest product releases, including our next platform release on Microsoft® .NET – Microsoft Business Portal

- **Continuing Education** with orientation training via CD-ROM, live interaction with support professionals and Internet-based training

Award Winner 2002
THE ASSOCIATION OF SUPPORT PROFESSIONALS

The Year's Ten Best Web Support Sites

WINNER OF THE SSPA
STAR AWARD
SERVICE EXCELLENCE

1997, 1998, 2000, 2001

Premier Services

Premier Services is our most proactive and personalized service plan. There are two levels of Premier Services that ensure you receive the mission-critical support level that you require, while extending your resources with a close relationship with Microsoft Business Solutions.

Premier Enterprise Includes:

- 200 hours of service from your assigned Technical Account Manager and advisory services from the Premier Team
- Unlimited electronic and telephone support with a team of senior engineers dedicated to knowing your system.
- A 30-minute guaranteed response time on support requests that aren't addressed immediately
- Access to 24x7x365 support for around-the clock emergency support throughout the year (no per-incident charge)

Premier 100 Includes:

- 100 hours of service from your assigned Technical Account Manager and advisory services from the Premier Team
- 100 toll-free telephone and electronic support incidents from senior engineers dedicated to knowing your system.
- A 1-hour guaranteed response time on support requests that aren't addressed immediately
- Access to 24x7x365 support for around-the-clock emergency support throughout the year ($500 per-incident charge)
- The ability to purchase additional support incidents with Premier's senior engineers. (A 50-Pack of Premier Support Incidents is $7,000)

Both levels of Premier Services include these additional benefits:

- Priority status on incoming support requests
- The ability to use Chat and ScreenSharing to resolve electronic support requests.
- Six registered support contacts in your organization
- A two-day onsite visit from the Technical Account Manager and a Premier Support engineer
- An up-front technical assessment and pre-production audit
- Defined system-down procedures
- Upgrade planning
- Facilitation of third-party setup and support
- Orientation Training delivered yearly via CD-ROM
- Access to the Foundation Library of our Internet-based training system for two users — with just-in-time training across your business solution
- Access to the Industry Library of our Internet-based training system for two users — with tutorials on popular products by Microsoft, Adobe and others
- The ability to purchase additional TAM Hours. (A 50-Pack of TAM hours is $8,000)

Your Partner will work with you and the Premier Services team to chart your course for success. Enrollment in the Enhancement Program is required to purchase Premier Services.

Unlimited Support

Unlimited Support provides you with the security of e-mail or telephone support as often as you need it. It includes:

- Unlimited Support for unlimited toll-free telephone and electronic support with a 1-hour guaranteed response time AND the ability to solve electronic support requests with Chat and ScreenSharing.
- Automatic enrollment in the Enhancement Program Additional educational features provide you with a fast track to efficiency throughout the life of your solution:
- Orientation Training delivered yearly via CD-ROM
- Access for one user to the Foundation Library of our Internet-based training — with just-in-time training for your solution
- Tropical Interact (online chat) sessions with training and support professionals held every Tuesday

Foundation Services Program

The Foundation Services Program provides you with a core set of support and training tools that provide you with a fast track to efficiency. Including:

- 6 support incidents with a 3-hour guaranteed response time
- Orientation Training delivered yearly via CD-ROM
- Access for one user to the Foundation Library of our Internet-based training — with just-in-time training for your solution
- Discount on 5-Packs of Support Incidents
- Automatic enrollment in the Enhancement Program

Enhancement Program

The Microsoft Business Solutions Enhancement Program enables you to optimize your investment while ensuring current and future flexibility — and utilize comprehensive on-line services. It includes:

- Software updates for all the modules you currently own — including U.S. Payroll Tax updates
- Database updates when your database is registered with Microsoft Business Solutions
- Access to CustomerSource, our password-protected website for customers, which includes valuable self-support resources, news and information, downloads and more
- Access to selected Professional Services Tools (Great Plains)
- Reduced rate on Per-Incident Support
- Ability to purchase additional modules, users and services
- System List Price Protection* — so you can budget a set amount every year for your service plan renewals.

24x7 Select Services

24x7 Select Service is available for those times when you have technical support needs outside our regular support hours. All customers enrolled in a service plan may schedule 24x7 Select Services for a $500 per-day fee plus a $300 per-incident fee.

eCommerce 24x7x365 Support Option

The eCommerce 24x7x365 Support Option provides security and prevents downtime for a mission-critical Internet site. You can add this to your annual service plan for $15,000. It includes:

- Initial analysis of your eCommerce and/or eOrder solution
- Consulting services, such as regular telephone conferences
- A guaranteed 1/2-hour response time and up to 30 hours of consulting time — for the resolution of severity-one issues.

5-Packs of Support Incidents

5-Packs of Support Incidents have a three-hour guaranteed response time. You must be enrolled in the Enhancement Program to purchase and use 5-Pack support incidents. 5-Packs are priced as follows:

- $525 if you are enrolled in the Enhancement Program
- $475 if you are enrolled in the Foundation Services Program

Per-incident Support

Receive assistance as you need it with a same-day response time using your VISA, MasterCard or American Express card.

- $155 per-incident if your service plan has lapsed
- $125 per-incident if you are enrolled in the Enhancement Program

To enroll in any of our services or to get more information, contact your local Microsoft Business Solutions Partner or call Microsoft Business Solutions at 800-456-0025, press 2, and then press 1.

You must be enrolled in the Enhancement Program to purchase a support plan or additional products. To enroll in the eCommerce 24x7x365 Support program, you must be enrolled in Foundation Services, Unlimited Support or Premier Services. When you are enrolled in the Enhancement Program and would like to add a service plan, the price for the plan is prorated to match your Enhancement Program expiration date. Reinstatement of an expired Enhancement Program is subject to a reenrollment fee: 1-90 days lapsed - 25%, 91-365 days lapsed 30%, more than one year lapsed - 35%. Foundation Services and Premier 100 support incidents expire at the end of the plan year. 5-Packs and 50-packs of support incidents expire 1 year after purchase of the pack. Customers currently enrolled in a service plan will begin receiving the latest benefits upon renewal.

Services are not refundable. Prices are subject to change without notice. For more detailed information on any of the Service Plans, refer to the Services Guidebook.

Support Plan Benefits At-A-Glance

	Premier Services	Unlimited Support*	Foundation Services Program**	Enhancement Program+
Guaranteed response time	Premier 100: 1-hour Premier Enterprise: ½ hour	1-hour	3-hour	Same-day response time if you purchase Per-incident Support
Priority status on service requests	Yes	No	No	N/A
Technical Account Manager and other proactive benefits	Yes	No	No	N/A
Educational Benefits	Yes	Yes	Yes	N/A
All Product upgrades	Yes	Yes	Yes	Yes
Access to CustomerSource	Yes	Yes	Yes	Yes
Pricing	Premier 100: $35,000 Premier Enterprise: $60,000 (plus Enhancement price)	28% of system price*	18% of system price**	16% of system price

Your service plan is based on your product list price at the time of purchase. This list price is your base price for all future service plan calculations. Any additional products purchased after the initial purchase will be added to the base system price.

+Assisted Support sold separately with Enhancement Program

*Volume Discount for Unlimited Support only — 26% for system list price of $100,000-$199,999 USD, 24% for system list price of 200,000 and up.

**Minimum first year requirement